

City of Chattanooga, TN
Personnel Class Specification

CLASS CODE 1002

FLSA: Non-Exempt

CLASSIFICATION TITLE: OFFICE ASSISTANT, SENIOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform general office and clerical tasks in support of assigned department, and to assist the public with questions and problems.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answers telephones and assists visitors; provides information regarding department services; takes/relays messages; forwards calls as appropriate; may monitor and relay messages and orders using a two-way radio or other electronic systems; answers inquiries, requests, and complaints; directs public to appropriate area; distributes forms.

Receives, organizes, tabulates, and/or prepares a variety of data from reports, records, work orders, and related documentation; inputs data into spreadsheets or other programs; generates reports.

Prepares, types, copies, prints, files, posts, logs, and/or transmits conventional and electronic correspondence, reports, charts, forms, ordinances/resolutions, legal documents, statements, warrants, affidavits, lists, bids, notices, purchase orders, work orders, and/or related documentation; maintains and updates related files; may transcribe data for records.

Performs microfilming, indexing, and filing of division documents; operates and provides operator support for microfilmer, microfilm reader, microfiche reader, lektriever, or related equipment; changes or splices film from camera; determines proper filing locations for document storage.

Reviews and processes requests, complaints, changes, updates, reports, applications, tests, licenses, permits, tickets, violations, citations, specifications, certifications, new services/projects, service/project cancellations, inspections, or other items.

Maintains records, logs, ledgers, and files as needed; retrieves files.

Sorts and distributes incoming mail and facsimiles; prepares and sends outgoing mail, facsimiles, and parcels.

Assigns or obtains file and account numbers.

Calculates fees; receives, audits and/or balances revenue or accounts; totals cash receipts; make deposits as necessary; may reconcile bank statements.

May prepare, utilize, and maintain special equipment in performing department services.

Schedules appointments and reservations; assists in payroll, personnel leave scheduling, and other department services as required.

Prepares meeting agenda packages, materials, and refreshments; provides support services for meetings/hearings; prepares meeting rooms; takes and prepares minutes and monitors attendance; makes preparations for special department social and professional functions.

Coordinates conflict resolution on projects; may consult or coordinate with outside departments or companies in department functions.

Obtains prices for parts, supplies, and equipment; processes purchase orders and requisitions; processes invoices for payment; places orders for supplies and materials; performs inventories as needed; prepares for and processes deliveries.

Performs housekeeping and other light duties as necessary.

Assists with special duties, events, and projects as required; verifies data and performs research for department functions.

Performs errands as needed.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) to two (2) years previous experience and/or training involving clerical or secretarial work, with some computer experience preferred. May require possession and maintenance of a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.